

IN THE CLAIMS:

Please amend claims 1 and 10 as set forth below.

Applicants present a **clean version** of all pending claims in **Attachment A**.

1. (Once amended) An integrated inbound and outbound voice service system comprising:
 - a first system for generating markup documents;
 - a call server comprising:
 - a storage device for storing the markup documents;
 - a call builder operative to initialize a voice-enabled communication using the markup documents; and,
 - a call receiver operative to accept an inbound voice-enabled communication;wherein the call [builder] server is operative to control inbound and outbound voice-enabled communications using the markup documents.

10. (Once Amended) A method for providing integrated inbound and outbound voice services comprising the steps of:

generating markup documents;

storing the markup documents;

initializing outbound voice-enabled communications using the markup documents;

accepting inbound voice-enabled communications; and,

controlling [the] inbound and outbound voice-enabled communications using the markup documents.

Please add the following new claims 19-22 as follows:

--19. (Newly Added) An integrated inbound and outbound voice service system comprising:

means for enabling at least one subscriber to subscribe to at least one voice service that can output information;

means for generating a personalized markup document for the at least one subscriber, the personalized markup document comprising preferences for the content and presentation of the service output information;

means for enabling the at least one service to initiate voice-enabled communication with the at least one subscriber to deliver service output information, wherein the service output information is presented from the personalized markup document; and

means for enabling the at least one subscriber to initiate voice-enabled communication with the at least one service to access service output information, wherein the service output information is presented from the personalized markup document.

20. (Newly Added) A method for providing integrated inbound and outbound voice services, the method comprising the steps of:

(a) enabling at least one subscriber to subscribe to at least one voice service that can output information;

(b) generating a personalized markup document for the at least one subscriber, the personalized markup document comprising preferences for the content and presentation of the service output information;

(c) enabling the at least one service to initiate voice-enabled communication with the at least one subscriber to deliver service output information, wherein the service output information is presented from the personalized markup document; and

(d) enabling the at least one subscriber to initiate voice-enabled communication with the at least one service to access service output information, wherein the service output information is presented from the personalized markup document.

21. (Newly Added) An integrated inbound and outbound voice service system comprising:
subscription means for enabling one or more users to subscribe to at least one voice
service;

a first system for generating personalized markup documents for the one or more users
based on personalized information provided by the one or more users;

a call server operative to control inbound and outbound voice-enabled communications
using the personalized markup documents, the call server comprising:

a storage device for storing the personalized markup documents;

a call builder operative to initialize a voice-enabled communication with
the one or more users using the personalized markup documents; and,

a call receiver operative to accept an inbound voice-enabled
communication from the one or more users.

22. (Newly Added) A method for providing integrated inbound and outbound voice services, the method comprising the steps of:

- (a) enabling users to subscribe to at least one voice service;
- (b) generating personalized markup documents for the users based on personalized information provided by the users;
- (c) storing the personalized markup documents; and
- (d) controlling inbound and outbound voice-enabled communications using the personalized markup documents by initializing outbound voice-enabled communications using the personalized markup documents, and by accepting inbound voice-enabled communications from users.--